

ProQuest Search:

customer w/3 (service or support) and (product or device) w/3 (identifier or id or identification)

(customer or member or product or technical) w/2 (service or support)

(customer or member or product or technical) w/2 (service or support) and (device or product) w/3 (id or identif\*)

(customer or member or product or technical) w/2 (service or support) and (device or product) w/3 (id or identif\*) w/8  
(transmi\* or send\* or rout\*)

(customer or member or product or technical) w/2 (service or support) w/10 (device or product) w/3 (id or identif\*)

(transmi\* or send\* or rout\*) w/3 (request) w/4 (customer or member or product or technical) w/2 (service or support)

(select\* or choos\* or rout\*) w/3 (agent or destination or "call center" or url or server) w/4 (product or device) w/3 (id or  
identification or identifier)

(select\* or choos\* or rout\* or send\* or sent or transmi\* chosen) w/3 (agent or destination or "call center" or url or server)  
w/4 (product or device) w/3 (id or identification or identifier)

"customer service" w/5 (online or chat or real-time)

"customer service" w/4 (online or chat or real-time) and (product or device) w/4 (id or identif\*)

"customer service" w/4 (online or chat or real-time) w/5 (product or device)